YOUR DATA. YOUR WAY.

Empowering you to get the most out of your SAP investment

EPI·USE
LABS
value through innovation

WE'LL HELP YOU SOLVE YOUR SAP CHALLENGES

Our passion at EPI-USE Labs is to empower you to maximise the performance and management of your SAP® systems, allowing you to make faster, more accurate business decisions. Our software, value-added solutions and services create better, faster, more powerful SAP systems, saving you time, money and resources. These enhancements simplify and speed up data management, giving you the tools you need to navigate small and large challenges successfully.

We've done this for over thirty years all over the world, and a 98% client renewal history is part of our track record. The reasons are not surprising: we work hard, we're very good at what we do, and going the extra mile for clients is standard.

Over the years, our clients' suggestions and the daily practicalities of the workplace have shaped our thinking to make our solutions indispensable to the systems and processes of many leading global companies. We work closely with our clients to understand and solve their challenges, offering a wide range of products and services, from game-changing apps to help you with day-to-day SAP reporting to in-depth on-site consultation on data security.

Our clients tell us every day how EPI-USE Labs has transformed their business operations. Visit **www.epiuselabs.com** to find out more.

Benefits we bring you

- Trusted experts in the SAP domain, working in partnership with our clients
- Provide world-class software and people
- Enable you to maximize your SAP investments
- Exceed the expectations of our clients, with a 98% client renewal rate
- Work with trustworthy partners around the world
- Provide global solutions
- Develop solutions through innovation

VALUE-ADDED SOLUTIONS
FOR YOUR BUSINESS CHALLENGES

your business challenge **our products, tools, services and solutions**

DATA SECURITY AND PRIVACY

- Data Secure™
- Data protection services
- Data Disclose™, Data Redact™, Data Retain™
- GDPR consulting
- Data scrambling outside SAP

GENERATING ACCURATE TEST DATA

- Data Sync Manager™ (DSM) product suite: Client Sync™, Object Sync™, Data Secure™ and System Builder™
- Premium support services
- Refresh as a Service (RaaS)

DIGITAL HR: PEOPLE AND PLATFORMS

- Query Manager™, and the Fiori App
- Document Builder™
- Variance Monitor™
- HR reporting services
- Advanced Time Process Manager™, Leave Auditor
- Data Sync Manager™ for HCM
- SAP SuccessFactors Managed Payroll
- Pay Recon™

DELIVERING ON BUSINESS CHANGE

- System Landscape Optimisation (SLO)
- Data migration and technical project services
- Data Sync Manager™ (DSM) for Landscape Transformation
- Business transformations
- SAP data archiving

INCREASING EFFICIENCY THROUGH AUTOMATION

- SAP Managed Services
- Automation tools
- Unified Platform (UP)
- Hosting options

NAVIGATING THE FUTURE SAP ROADMAP

- Automation tools
- SAP S/4HANA implementation
- Migrating custom code to S4/HANA
- SAP upgrade services
- SAP data archiving
- Unified Platform (UP)

DATA SECURITY
AND PRIVACY

The data and information security landscape is changing more rapidly than ever before. Hacking expertise is escalating, as is the speed to market and adoption of new technologies. This, along with increasing legislation aiming to protect data owners, presents a major business challenge.

EPI-USE Labs can help you to navigate this complex and critical field.

Legislated data protection

By May 2018, businesses world-wide who hold data of European Union (EU) citizens will have to comply with the General Data Protection Regulation (GDPR), regardless of where the organisation is based or the data is stored. Other regions are seeing similar legislation updates to restrict the effects of new technology on personal freedoms. This has a massive impact on businesses and their data security obligations.

The cost of legislation compliance, or data breaches - resulting in business disruption, reputation damage and loss of intellectual property - can be crippling. A proactive approach and solid data protection practices can help you to meet this challenge head-on.

Data masking and scrambling: Data Secure

To protect sensitive data, consider reducing 'the Attack Surface' in your SAP® landscape - the topography of the systems and data which can be attacked. Data masking or obfuscation can keep the referential integrity and functionality of your test, training, sandbox and development system data without making data subjects identifiable, or leaving sensitive data fields exposed.

Data Secure, part of EPI-USE Labs' Data Sync Manager (DSM) suite, is a complete data-protection solution that masks SAP data to safeguard sensitive information. It allows the data to function correctly with hundreds of pre-delivered masking rules. New rules can be built from scratch, existing ones extended or content downloaded from other community users on our collaborative platform, Client Central.

The result is real-time data protection.

Many companies have integrated SAP landscapes with data distributed across ERP, CRM, SRM, and external environments. Data Secure anonymizes integrated data objects consistently on different systems. Need to scramble data outside SAP? Our Custom Development team can build a solution that will scramble data, which extends Data Secure to non-SAP systems.

Data privacy: Data Disclose, Redact and Retain

Data Disclose can help you stay ahead of legislation compliance for GDPR article 15. This unique tool finds, retrieves and presents a subject's data footprint across the SAP landscape – and as an added benefit, across non-SAP systems as well, if integrated with the former's API. It does this in seconds across SAP ERP, CRM, SRM and BW systems. Data Disclose is built on a solid foundation of existing technology and Intellectual Property (IP) by leveraging Data Secure.

Two other new EPI-USE Labs products, Data Redact and Data Retain, can help you with an individual's rights to have personal data erased; and our XML Object Extractor can ensure the right to portability (article 20 of the GDPR).

With over 20 years' experience of masking data in SAP, EPI-USE Labs provides the tools you need to protect sensitive data and comply with legislation.

> **"**Data Secure allows us to meet all the regulations. We now have a smaller test system with encrypted data that prevents insider trading **"**
>
> Mike Ellis, Software Development Technical Manager, Edwards

MAPA gets protection

MAPA is a Germany-based company with globally-recognised brands that lead in the market segments of contraception (BILLY BOY, Fromms and Blausiegel), household items (SPONTEX), and Baby care (NUK).

Increasing globalisation demanded that MAPA change the way they handled test environments. Ten years ago, the German site at MAPA included one SAP ERP system. Today, ten additional company codes are administered from this site.

Creating accurate testing data in non-production systems was a real need, but the security risks of the non-production systems left them feeling exposed. Managing the risk through Authorisations didn't provide sufficient security.

Choosing Data Secure was immediately obvious; despite being a comprehensive application, it was still easy for functional users to use. An important selection criterion was performance, because MAPA needed to mask or scramble large volumes of SAP HCM data.

Reasons for choosing Data Secure™ included:

- simplicity through the provision of user profiles
- provisioning of pre-configured masking profiles
- speed, thanks to automation
- elective copying and masking of fields

> **"**Thanks to Data Secure, we can anonymise all sensitive SAP HCM data, such as employee-related data, in a very short time **"**
>
> Malte Podszus, Consultant FI/CO/HR, MAPA GmbH

GENERATING
ACCURATE TEST DATA

SAP is a highly flexible, configurable system; changes must be made and tested in non-production systems. Many businesses that run SAP face a common challenge: how to get real SAP data into non-production systems for testing, training and support. Substandard or skipped testing leads to defects and/or delays.

Taking a proactive approach can help you adapt quickly to rapidly changing business needs – from increasing data growth to special projects and system updates. Accurate, reliable test data is essential, and can be simple to achieve with the right software.

Traditional software testing methods have succumbed to data privacy threats and functional complexities. Standard solutions, such as complete system or client copies, are time-consuming and costly; the process of copying large volumes of data is slow, resulting in down-time, and masses of data is expensive to store. There is a high potential of data redundancy. Creating data manually is an option, but this is tedious and prone to errors.

The simple solution: EPI-USE Labs' Data Sync Manager (DSM) product suite and related services. With DSM, you can rapidly create new non-production systems, reduce the footprint when refreshing existing test clients or creating new ones, and copy selected data on demand, all with integrated scrambling of data for security.

Imagine always having accurate test data ready and waiting when the teams need it, safe in the knowledge that the testing and training is using the most up-to-date data.

Having accurate test data can improve efficiency by up to 40%

DSM includes Client Sync to copy reduced clients, and Object Sync for ad-hoc object-based copies.

As an intelligent data-copying solution that provides up-to-date, realistic test data, DSM helps you to align testing environments with production systems. This makes it ideal to streamline the change management process. If the process is rapidly simulated in sandbox environments, the costs and risk of upgrades and other invasive changes can be mitigated. Testing can be carried out in lean development clients, reducing the number of transports moving through the systems.

Security is another challenge; there is the risk of sensitive data being seen by unauthorised eyes, especially as non-production environments are not as tightly controlled as production. The DSM suite includes Data Secure, which can be used alone and is integrated with Client Sync and Object Sync to mask and scramble sensitive data throughout your landscape before the data leaves the source systems.

Alongside DSM, EPI-USE Labs also offers a flexible managed refresh service – Refresh as a Service (RaaS) – on either an ad-hoc or an ongoing basis. DSM experts provide a range of services to lighten the load on your SAP Basis technical team, so they can focus on the more strategic activities.

> " *The Data Refresh Service from EPI-USE Labs proved to be extremely valuable as it allowed us to focus on a critical project, leaving landscape refresh activities to people who do it best* "
>
> Shehryar Khan, Lead Architect, Honda UK

DSM brings new energy to Vestas' SAP Management

Vestas is the only global energy company exclusively committed to wind energy. Based in Denmark with offices in 24 countries, the company employs about 18 000 people.

Vestas realised that manually-created data in their QA and DEV systems placed them at risk because errors in productive systems were often not discovered until a change or support packs were applied. Apart from data integrity, what they needed was up-to-date data without having to do a full system copy. They also needed to copy data selectively to reduce costs and enable business users to create ad-hoc data for problem resolution.

DSM has enabled Vestas to get scrambled production data on QA without having to make a full system copy or creating manual data. Client Sync delivers a table-oriented approach to copying subsets of client data, while Object Sync selects data at a business object or transactional flow level for copying to a non-production system.

Benefits include significant time and disk space savings, ease of use, smaller test systems, automated updates and a huge improvement in error detection.

> " *Data Sync Manager has provided perfect data quality without significant load on the systems, and test and training systems are much smaller now. Business users work independently of Global IT when they need to copy objects from the productive system to test systems.* "
>
> Esben Fagerlind, SAP Landscape and Release Consultant, Vestas

RaaS: Kellogg's gets it all

Kellogg's chose EPI-USE Labs' Refresh as a Service (RaaS) to refresh their QA System. The entire process was managed by EPI-USE Labs, data issues were resolved quickly and on the fly, and the workflow continued as usual in Kellogg's. Project timelines were strictly observed, and having the data on time gave the users the opportunity and the time to test at the scope they defined.

> " *The EPI-USE Labs team and Data Sync Manager exceeded our expectations every time* "
>
> Ramesh Kollepara - IT Director, Architecture and Application Delivery

DIGITAL HR:
PEOPLE AND PLATFORMS

Digital HR is fundamentally transforming the way organisations think about HR and people management, from payroll systems and training processes, to the tools used to communicate and share information with managers and employees every day. The speed of digital innovation and managing increasing amounts of data is bringing numerous challenges to business leaders.

EPI-USE Labs can help you not only to adapt to but embrace the changes transforming today's workplace with a range of products and techniques. In the HCM/HR space, our solutions and tools include:

- Data comparison
- Data copying and scrambling
- SAP SuccessFactors Managed Payroll
- Reporting
- Automated Document Creation

Highlighting variances in HCM data

Human Capital Management data never stops changing. This makes it difficult to compare HR and Payroll data from one period with that of another, and adds costs you never expected. Manual comparisons are not the answer. They waste time, are error-prone, and are by no means audit-proof.

Variance Monitor™ (VM) offers you the kind of power and control you need to highlight variances in SAP HCM data. The good news is that it's automated and easy to use. You simply set tolerance levels or specify tables and fields, and comparisons for payroll, time, master data and FI postings become painless. Importantly, period to period comparisons and the testing of Support Packs are easy and absolutely accurate.

VM also detects "null" values and comes with free sample comparisons.

❝The beauty of this product is our testing process is easy to follow and now takes days instead of months ❞

Sam Musharbash, Senior Business Analyst, Payroll Support, University of Tennessee

NRG discovers real power

NRG Energy came to us with a challenge; they needed to find ways to make better use of their time, and realised automation was the key.

NRG is the largest competitive energy provider in the United States, with a diverse portfolio of nearly 140 different power generation facilities able to generate approximately 52 000 megawatts of electricity to support millions of homes nationwide.

Variance Monitor was used for the payroll comparisons. It was realised that testing could be done based on a simulation run which would speed up the testing phase significantly and, crucially, deliver 100% accuracy.

❝We absolutely counted on those reports to help us identify the variances, help the testing teams focus, and also show the management that we were working through the problems ❞

John Cloud, IT Business Analyst

❝The best IT systems are the ones the business doesn't have to worry about – EPI-USE Labs' DSM is one of those systems. We used Object Sync to take the GL data out of production, exported it in real time, transferred it to a flat file and imported it through acceptance. A nine-day exercise was reduced to just one hour - our accountants were blown away! ❞

Darryl Edwards, Livestock Improvement Corporation (LIC), one of the oldest farmer-owned co-operatives in New Zealand

Enjoy convenient, secure copying of SAP HCM data

Data Sync Manager (DSM) for HCM empowers all levels of SAP users, ensuring access to HCM production data in non-production systems for testing, training and support.

Data Sync Manager, which includes Object Sync and Client Sync, gives you the data you need when you need it. This SAP Certified solution allows you to select and transfer specific HCM data objects easily and accurately, as needed, and to mask sensitive data for confidentiality, security and governance compliance.

No more manual recreation of testing and training data. With DSM for HCM, you can copy or clone Employee or HR Planning data, giving you up-to-date, valid production data for testing, or for simulated environments to use in training.

Plain sailing for Gulfmark Offshore HCM upgrade

GulfMark Offshore, Inc. owns, operates and manages a modern fleet of offshore support vessels. Their primary business is marine transportation services in support of the upstream oil and gas industry.

Recently GulfMark upgraded their largest region to their Global HCM framework. For the copying of HCM data they used Object Sync™ for HR from the Data Sync Manager product suite. The main obstacle was the amount of time and planning it took to refresh non-production instances.

❝We now have much better data in our test environments. Object Sync allows the business user to be self-sufficient. They have the flexibility to select only the data they want to copy. Data scrambling was essential due to the sensitive nature of HCM data.

Because we had better test data we were able to reduce the number of transports needed. ❞

Sandeep Pulavarty, SAP Development Manager

SAP SuccessFactors Managed Payroll

SAP estimates its 16,000 SAP ERP HCM customers will be moving from their on-premise systems to SAP SuccessFactors in the cloud in the coming years. SuccessFactors offers modules to replace the on-premise solutions in almost all cases, except for Payroll. SuccessFactors doesn't offer a new payroll solution; rather this leverages the world-class multinational SAP Payroll in a hosted "Cloud" environment.

Customers have two options for this deployment: the first option is they can simplify, streamline and re-implement a simpler version of their SAP Payroll via the model called Employee Central Payroll. For those customers wedded to their existing SAP payroll and all its customisations, they can choose the second option: keeping their SAP Payroll via SAP SuccessFactors Managed Payroll.

 "We realised we have this massive base of Payroll customers who want their full HR suite to go to the cloud. They don't want to leave Payroll on-premise, but they don't want to re-deploy Payroll"

Mike Ettling, CEO SuccessFactors

This is designed for existing SAP HCM customers who have complex payrolls, or who evaluate and process time who do not wish to reimplement their Payroll and or move to a third-party time provider as part of Employee Central.

The migration uses a "lift-and-shift" process that results in hosting and management in the cloud. In this way, Managed Payroll allows you to continue leveraging your investment in SAP Payroll and lowers the risks inherent in a Payroll re-implementation.

It's lower risk than a complete re-implementation as it leverages existing and proven Payroll implementation.

❝ *Current SAP ERP Payroll customers are paying maintenance, infrastructure and application management costs. With the Managed Payroll solution, these costs will now be exchanged for a single license model covering all those costs* **❞**

Mary Sidlauskas, SAP Payroll

Solving SAP HCM customers' biggest challenge: Reporting

The largest challenge for SAP ERP HCM customers is that multiple tools (Ad Hoc Query, SE16, Custom ABAP, Wage Type Reporter and others) are required to report on critical HR and Payroll data. Often this data is collected via these multiple tools and consolidated offline in an application like Excel, Access or BW, requiring a large amount of manual effort and consuming both valuable time and resources. This also poses security and data integrity risks as the data is taken outside of your SAP system.

Query Manager™ solves this challenge. The brilliance of the Query Manager solution is that it provides access to all of the data users need in an easy-to-use format, so that end users can be empowered to create reports on their own, live in SAP, without reliance on technical resources.

 "Query Manager achieved its Return on Investment (ROI) within just 15 reports – a wonderful added bonus ... A typical five-day ABAP report is written in half a day."

Neil Coleman, SAP Systems Analyst, Worcestershire County Council

Automated generation of richly formatted documents and visualisations

You send thousands of letters to your employees each year including Benefits Confirmation Statements, Employee Payslip Explanations, Total Compensation Statements, Annual Review Letters, New Hire Welcome Letters, Training Completion Certificates, Recognition Service Award Letters, W2 address confirmations etc.

The creation of these letters is manual, time consuming and error-prone. Document Builder enables you to design, generate and distribute professional HR documents automatically, live from your SAP HCM system.

Document Builder is convenient, powerful, easy to use and fast. By operating in tandem with Query Manager 4, it opens up countless visual possibilities, placing all the design skills you need at your fingertips. Your documents will look polished and professional, and automating the document generating process is just a click away. It's intuitive, offering seamless reporting integration and the only tool you will need for design and output in multiple formats.

SAP HCM reporting soars at Zurich airport

Zurich Airport AG is a listed company that operates in a mixed economy and on behalf of the federal government. It is the most important traffic and meeting hub for Switzerland, employing around 1600 people.

Zurich Airport's SAP HCM landscape forms part of the SAP ERP landscape, and includes personnel administration, payroll, time and organisational management. Further subsystems such as user management, corporate intranet, mission planning tools and others are also integrated in the system landscape. In the personnel area, there was no defined standard for the preparation of reports from the SAP HCM system.

Reporting was cumbersome, error-prone and time-consuming, and challenges included a continual need to edit reports, S-reference-reporting in Excel, and expensive ABAP reports with disappointing results.

Query Manager was implemented quickly in a few simple steps. Installation took less than a day, and the EPI-USE Labs team supported Zurich Airport with two days of training.

As no customisation was necessary, employees could use it immediately. Benefits included time savings, flexibility when generating reports, self-service reports for the HR Manager and less pressure on IT.

❝ *What I appreciate very much is the rapid, non-bureaucratic, uncomplicated assistance from the EPI-USE Labs team. Query Manager should be, in my opinion, part of the standard SAP HR solution* **❞**

Anton Mayr, Head of Payroll, Zürich Airport AG

DELIVERING ON BUSINESS CHANGE

In business, change is inevitable. Successful companies today are agile and ready to adapt quickly to a rapidly changing environment. With digital disruption and the escalating rate of technology, IT teams play a critical role during change periods to facilitate smooth, seamless transitions.

Changes such as mergers, acquisitions, regional to global transitions and subsidiary sales can affect your entire SAP production landscape and beyond. These events are complex, critical and time-sensitive. Your data may need to be merged, carved out or split up.

EPI-USE Labs offers powerful solutions, experienced people and proven methodologies to help you keep ahead of the game. Many business decisions have a far-reaching effect on the IT landscape, and require skills outside of normal company expertise to re-align SAP systems with the direction and goals of the business. We can augment your project team with expert technical and solution skills, leaving your internal experts to focus on the wider business change project.

EPI-USE Labs specialises in extracting the right data and migrating it rapidly, to enable the transformation of the SAP Landscape. Our System Landscape Optimisation (SLO) team, using a specially enabled version of the Data Sync Manager (DSM) product suite, is perfectly suited to implement these changes.

We've built a 'bank' of expertise and intellectual capital to draw on when your company undergoes a landscape transformation, such as transformations or data migrations, ERP system splits (divestitures, HR module split-off), or re-platforming (re-implementing). Our experienced consultants will oversee the technical phases of the project, dealing with all the complexities inherent in these types of projects. More importantly, our technology-driven approach can significantly reduce the end-to-end project duration.

For data migration, DSM brings extensive benefits.

Many tools can upload data to Production, but for complex projects the original data needs to be converted, carved out by careful selection, manipulated according to business rules, or any combination of these. This could mean extensive custom development or manual activity, but DSM automates these requirements and produces repeatable, predictable results.

SAP system mergers can occur when two companies join, or an internal restructuring is carried out, such as consolidating disparate systems from multiple countries into one global system. Identifying and resolving data clashes requires an enormous amount of work and the new configuration must be completed before the data migration can occur.

DSM does both – it converts and migrates the data.

A system-split or 'carve out' involves extracting only certain parts of an SAP system to create a new one. This typically occurs where a customer wants to decouple processes or where part of a company is being sold. DSM can extract the configuration of the system and just the data required for new system. The decisions about what to include are derived from the enterprise structure. This capability has been proven in many industries and geographies. We can remove lengthy set-up times and allow greater flexibility as new business facts are discovered along the way.

Comparison and auditing tools are then used to monitor and report on each phase of the project, providing reassurance to all involved.

We understand that every project is unique, so we tailor a solution to ensure you receive the best value from your investment.

Merger: LafargeHolcim

In 2014, Holcim and Lafarge, two independent companies in the building materials industry, announced a merger. With a combined market value exceeding $50 billion, their merger was the second largest announced in 2014 worldwide. Since a merger of this scale would raise regulatory concerns, Holcim decided to divest part of its business, accounting for 10 to 15% of the company's EBITDA.

For this complex and large-scale divestiture project, Holcim contacted EPI-USE Labs. In the course of only three months and one week, Holcim and EPI-USE Labs successfully divested the Canadian business, along with selected US terminals and a US plant into a completely isolated environment. This was achieved with no production system downtime, by leveraging Holcim's Disaster Recovery infrastructure.

Despite significant changes during the project, EPI-USE Labs easily re-configured its products to adjust to the new requirements. Close collaboration between EPI-USE Labs and Holcim's functional specialists ensured that the requirements were feasible and modelled correctly.

By successfully achieving the divestment deadline, Holcim could proceed with the merger with Lafarge.

" The EPI-USE Labs team rose to the challenge and leveraged offshore resources to ensure development continued around the clock "

Kathy McLeod, Holcim's Head of Applications and Design

" DSM, and the highly competent EPI-USE DSM consultants, facilitated the successful migration of the SAP data of multiple countries from legacy systems onto one central system. We would gladly recommend EPI-USE DSM and EPI-USE consultants to anyone. "

Silvio Lanaro, BP Vice-President of HR IT&S

Data migration: British Petroleum UK

In the course of two release cycles, the following data was migrated from one client to another in the same productive system:

- 3 778 employees migrated
- 22 945 changes to records using 14 custom conversion

The total export time was 12 minutes, 45 seconds; the total import time 4 minutes, 8 seconds.

INCREASING EFFICIENCY
THROUGH AUTOMATION

IT landscapes are growing at a significant rate. New SAP system types are being implemented, in many cases specific to particular industries, and the number of development, testing and training systems is increasing to try to keep up with the speed of business change. Just 'keeping the lights on' with so many systems is challenging.

Outsourcing is an option, but the level of service can vary, and high attrition rates can lead to lost knowledge and skills. This often draws key strategic resources back into operational activity. Finding the right solution to this challenge could be critical for your company; organisations that get the basics right can focus on the higher value activities that can drive business success.

Unique accelerated services

EPI-USE Labs managed services are unique, in that our services are offered in combination with the EPI-USE Labs SAP accelerator products and resources. As a result, traditional SAP technical services can be offered in an automated accelerated way.

Advantages of using IP and people in combination for a service offering brings benefits such as reduced consulting time, lower costs, shorter system outage times and reduced human error risk due to increased automation.

How will our unique approach be an advantage to you when delivering SAP managed services to help you get further benefits from your SAP environment?

EPI-USE Labs takes traditional SAP managed services to another level by using the collective IP of our global team of experts and wrapping this into the EPI-USE Labs accelerator products. These products will form part of the resource solutions that our managed services team will use to automate many tasks and monitor your systems for proactive intervention of problems. You will be able to realise tasks that were previously almost impossible to accomplish via a traditional support service, unless a new project was instigated.

Imagine a system which not only monitors itself, but proactively predicts where bottlenecks may occur and resolves them before they happen.

Furthermore, proactive management and automation will result in a reduction in overall service costs, measured by the level of effort required to carry out tasks. Systems can be viewed via a dedicated user portal, with many simple Basis tasks automated and available at the click of a button.

The advantages of automation

Our Unified Platform (UP) automates many aspects of SAP landscape management. It minimises human intervention and removes many difficulties and complications, such as the need for various specialised teams.

Through using templates and best practice processes, SAP systems can be setup at a fraction of the time and cost.

Where automation isn't warranted, EPI-USE Labs also backs the technology with a team of experts available around the globe. These specialists can provide support where automation is not possible. You benefit from an experienced Basis team assisted by innovative software automation.

Landscape management your way

Companies world-wide are looking for ways to harness their business data to drive smarter and faster decision-making. As the pressures of business and the demand for analytics both increase, so too does the demand on the underlying IT infrastructure. As a result, many businesses are looking to the cloud to contain cost and complexity.

EPI-USE Labs offers you a range of options - from cloud hosting to fully comprehensive managed services. With powerful solutions, experienced people and cutting-edge products, we help you to reduce your IT spend, and increase operational efficiency and effectiveness.

We provide a robust end-to-end SAP managed cloud solution across all systems. Our services and solutions include:

- accelerated migration to the cloud, using our Data Sync Manager™ (DSM) product suite
- onboarding and managing large SAP implementations, including S/4HANA
- our proprietary SAP cloud management suite: Unified Platform (UP)
- partial or full Basis IP-leveraged Managed Services, including 24/7 remote services
- access to our collaborative platform Client Central for knowledge transfer and incident resolution management.

> "*Bidvest Tank Terminals was established in 1953 and is the foremost independent bulk liquid storage operator for chemicals, gases, fats and oils, base oils and lube oil additives in South Africa. We needed a cost-effective solution to run SAP HANA.*
>
> *The EPI-USE Labs platform provides us with world-class flexibility, speed and security. We are very happy with our decision to run HANA as a solution through EPI-USE Labs.*"
>
> Zain Khan, Information Systems Manager
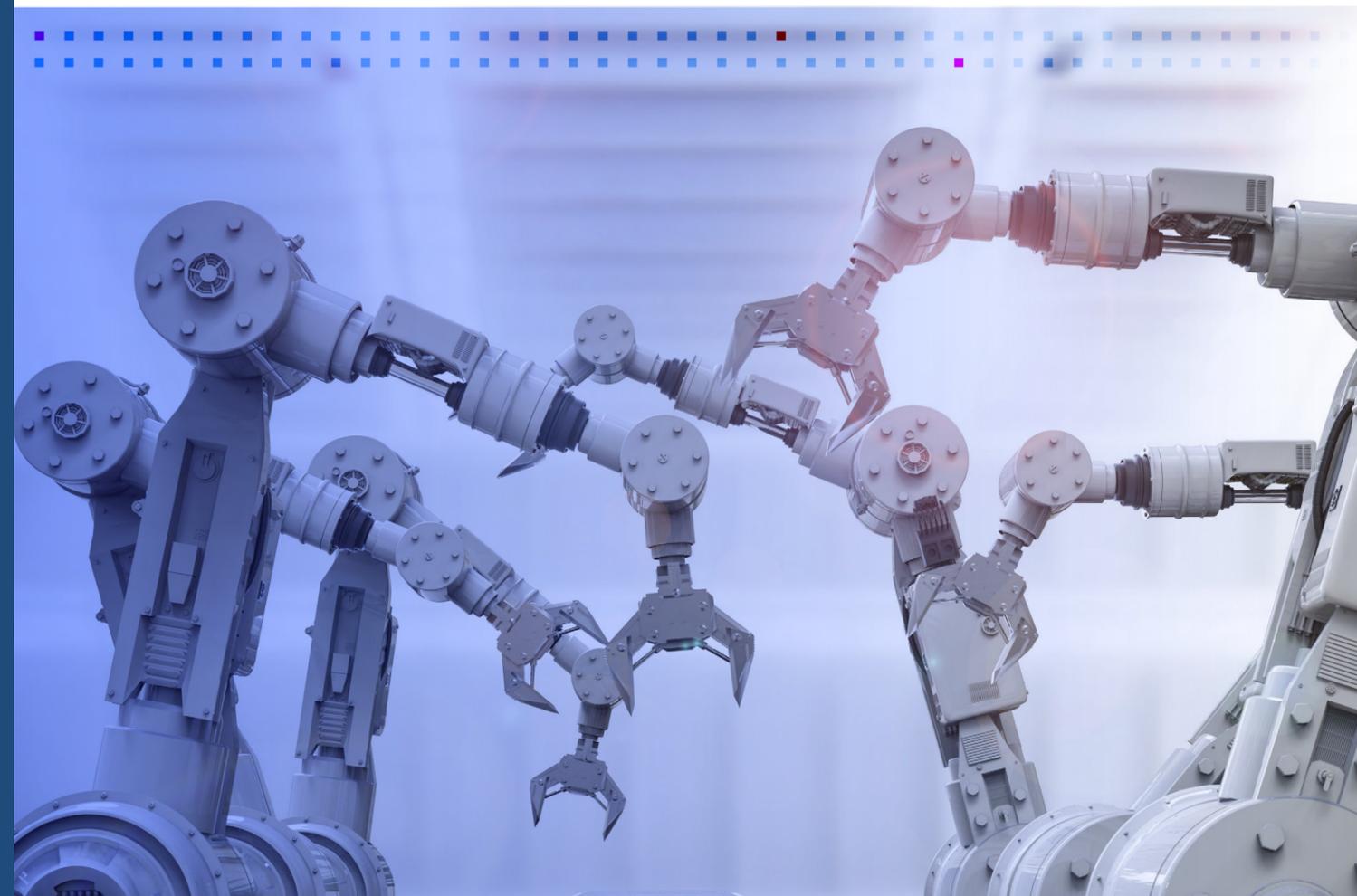
NAVIGATING THE FUTURE SAP ROADMAP

For existing SAP customers, there are many options when looking at how to move to SAP S/4HANA. Organisations are planning to make the journey at different times, but many are asking the same questions about how to make the process as efficient and effective as possible for their business.

Many organisations have viewed SAP upgrades as a required activity for standard maintenance. Every few years, they devised an optimistic plan to re-engineer business processes, streamline and improve efficiency. On most occasions, the project was then scaled back to the minimum required effort to reach the latest SAP version.

This succession of mainly technical upgrades means organisations have a lot of baggage as they start the S/4 journey. But this one feels different...Fiori as best practice User Interface for everything, simplified data model, costly storage, integration for the Internet of Things…should we really take our old system with us?

Starting from scratch?

A Greenfield implementation sounds ideal. Wouldn't it be great to rename that company code that doesn't fit the naming convention, and those materials we numbered incorrectly… no more Z-transactions and tables! In most cases, though, some continuity of master data and enterprise structure is a necessity.

Accelerating a Brownfield build

This is where EPI-USE Labs can help. We have the ability to accelerate the build of a Brownfield system by bringing across data and configurations from your old system, so you can start the journey with only the information you want to include. Alternatively, you can pick isolated data sets to directly migrate to a clean S/4 implementation. Transformation can also be carried out to fit the old data to the new configuration.

> **"** *We are focusing the flexible SLO capabilities into packaged solutions that can help with the upgrade of data to S/4* **"**

EPI-USE Labs can also assist with sunsetting the old system, or managing it as a display-only system in a low-cost cloud. We can also host your new systems, and provide portal-based access for management of the systems. Our system management platform, the EPI-USE Unified Platform UP, can also be installed on third party cloud platforms, or on-premise virtualised landscapes.

How do we do this?

Over the last 20 years, EPI-USE Labs has been mapping the SAP data model as it evolved. Data Management and Reporting products have been built based on this knowledge, and many System Landscape Optimization (SLO) projects delivered.

Now we are focusing the flexible SLO capabilities into packaged solutions that can help with the upgrade of data to S/4. SAP has moved on a long way since we first upgraded 3.1i data in-flight to 4.6c implementations, but as the experts in SAP data EPI-USE Labs can technologically enable and shorten you or your customer's journey to S/4.

Pick n Pay's smart shopping

Pick n Pay is the second largest supermarket chain store in South Africa, established in 1967.

The goal was to reduce the SAP Quality Assurance System footprint from 30TB to 5TB; the sheer volume of data was attracting a high cost for hosting non-productive data.

Moving this size of database to S4/HANA would have had huge cost implications.

With a combination of services and Data Sync Manager™, the system was time-sliced, rebuilt and refreshed to a fraction of the size.

> **"** *We approached EPI-USE Labs to make use of their expertise as a service, whereby they would complete the time slice for us. EPI-USE Labs came through with flying colours as they managed to complete the project within time and budget.* **"**
>
> *Pick n Pay's SAP Basis Team Lead, Robert Heyneke*

VALUE THROUGH
INNOVATION

EPI-USE Labs grew out of the EPI-USE organisation, creating unique solutions that significantly transform the SAP environment. We are a global company with branches throughout Europe, the Americas, the UK, Australia, South Africa, the Middle East and Turkey. With over 700 clients across 47 countries, our 98% client renewal rate speaks for itself.

At EPI-USE Labs we have gathered the brightest and most innovative minds in our field. Our team has many years of SAP experience, while our support, consulting and sales teams are seasoned SAP professionals committed to helping our clients get the most out of their systems.

In some areas we work in tandem with selected global partners, further evidence of our focus on client satisfaction.

World-class global support

Our expertise is backed by world-class support. Our global support team operates in English, French, German, Spanish, Italian, Hebrew, Korean, Afrikaans and Dutch. All software and user manuals are available in English, with the option of German, French and Spanish for the most popular products.

Our software includes a problem-solving assistant which equips support personnel with specific information to simulate the problem scenario and ensure a quick resolution.

Collaborative online portal

Client Central is our unique online portal, serving not only as support system, but also as central repository for all EPI-USE Labs content and material. All our clients have access to Client Central and can access knowledge base articles, white papers, brochures and videos. Here you will find a thriving and active online community, with the ways to collaborate being extended all the time. It gives a new meaning to the word 'support.'

ERP and groupelephant

EPI-USE Labs is a proud member of groupelephant.com, a largely employee-owned group of companies with over 1600 employees.

groupelephant.com also owns and funds a non-profit entity, called Elephants, Rhinos & People (ERP), focusing on the preservation of at-risk elephants and rhinos through the economic upliftmen of rural people in areas adjacent to these threatened species.

Our model is predicated upon creating wildlife and ecotourism economies through private-community partnerships. Our projects are carefully selected based on their potential for preservation and protection of threatened elephants and rhinos, and for the creation of powerful economic engines that can alleviate poverty among rural people, leveraging community-owned restituted land that can enable the creation of substantial wildlife corridors and conservation areas.

We fund the operating costs of the not-for- profit operations, run them like businesses, and channel 1% of revenues from new for-profit projects into this programme. There is a 100% pass-through to the beneficiaries of the projects undertaken by our not-for-profit teams.

EPI-USE Labs

+700 CLIENTS WORLD WIDE

GLOBAL FOOTPRINT

OPERATING IN **47** COUNTRIES

98% RENEWAL RATE

EXCEEDING THE EXPECTATIONS OF OUR CLIENTS

MULTI-LINGUAL GLOBAL SUPPORT TEAM

DEDICATED IN-HOUSE TEAM

SATISFIED CLIENTS

WIDE LANGUAGE SUPPORT

100% OF TICKETS RESPONDED IN 2 HOURS

84% OF TICKETS RESPONDED IN 15 MINUTES

80% OF TICKETS RESOLVED IN 24 HOURS

CLIENT CENTRAL - OUR COLLABORATIVE COMMUNITY

ONLINE PORTAL ALL CLIENTS HAVE ACCESS

7800 ACTIVE USERS

720 DISTINCT CUSTOMERS

CONTACT **DETAILS**

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